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storing the recorded personalized prompt in a location accessible for presentation by the first interactive voice response service.

6. (Amended) A method for allowing a user to provide personalized prompts associated with communication management options presented by a first interactive voice response service on behalf of the user, the method comprising the steps of:

maintaining help information respectively associated with the communication management options on a device connected to the first interactive voice response service via the internet, the help information for assisting the user in providing personalized prompts associated with the communication management options;

receiving an option selection from the user via a network interface;

retrieving the respective help information associated with the selected option; and

providing the respective help information to the user via the network interface.

10. (Amended) An apparatus for allowing a user to provide personalized prompts associated with communication management options presented by a first interactive voice response service on behalf of the user, the apparatus comprising:

means for maintaining access codes respectively associated with the communication management options;

means for receiving a selected access code from the user via a second interactive voice response service different from the first interactive voice service;

means for recording the personalized prompt for [the] a communication management option associated with the selected access code via the second interactive voice service; and

means for storing the recorded personalized prompt in a location accessible for presentation by the first interactive voice response service.

15. (Amended) An apparatus for allowing a user to provide personalized prompts associated with communication management options presented by a first interactive voice response service on behalf of the user, the method comprising the steps of: